



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

November 21, 2008

Ajay K. Bansal
Operations Director
Dr. Fresh, Inc.
6645 Caballero Blvd.
Buena Park, Ca 90620

Dear Mr. Bansal:

RE: **Final MONITORING VISIT REPORT for Dr. Fresh Retraining SB
ET08-0227**

Date of the Visit:	9/26/08
Beginning/Ending Time:	11:00am – 1:30pm
Date of Last Visit:	1/15/08
Visit Location:	Buena Park, CA
Persons in attendance:	Ajay K. Bansal, Operations Director, Dr. Fresh, Inc. (Dr. Fresh); Alex Jindl, Account Manager, Dr. Fresh; and Suzanne Godin, ETP Contract Specialist
Action Items remaining from Prior Meeting:	No
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	10/1/07-9/30/08	Agreement Amount:	\$29,700
Training Start Date:	10/4/07	No. to Retain:	25
Date Training must be Completed:	6/30/08	Range of Hours:	8-60
Type of Trainee:	Retrainee	Weighted Ave. Hours:	54

SACRAMENTO CENTRAL OFFICE
1100 J Street, 4th Floor
SACRAMENTO, CA 95814
(916) 327-5640

N. HOLLYWOOD REGIONAL OFFICE
4640 Lankershim Blvd., Suite 311
NORTH HOLLYWOOD, CA 91602
(818) 755-1313

S.F. BAY AREA REGIONAL OFFICE
1065 East Hillsdale Blvd, Suite 415
FOSTER CITY, CA 94404
(650) 655-6930

SAN DIEGO REGIONAL OFFICE
5353 Mission Center Road, Suite 110
SAN DIEGO, CA 92108
(619) 686-1920

www.etp.ca.gov
ETP (04/15/05)

FINAL REPORT SUMMARY:

AGREEMENT HISTORY

The agreement was approved at the September 2007 Panel Meeting and was executed on 10/22/07. Training began on 10/04/07. Mr. Jiindl reported that all training was completed on 6/16/08 which allowed for the 90-day retention period to be completed within the term ending date of the Agreement.

INTERVIEW WITH THE CONTRACT REPRESENTATIVE: AJAY BANSAL

You reported that the ETP-funded training had been a positive experience and that without the assistance of ETP, Dr. Fresh would not have been able to provide the amount of formal, structured training that it did. Dr. Fresh recently received its ISO 9001 Certification which was due, in part, to the continuous improvement skills training delivered during the ETP Agreement.

As a result of the continuous improvement skills acquired from training, Dr. Fresh has developed and implemented standard operating procedures. Your employees have begun to function as a team and have a better understanding of and respect for each other's jobs and how one individual's performance (or lack of) affects the rest of the company. Another noticeable change has been the increased confidence of front line workers who are more willing to take responsibility for problem solving and are more empowered to make continuous improvement suggestions and interact with management. You added that the deadlines imposed by ETP had a positive effect on Dr. Fresh as it forced the company to make time commitments to the training. Lastly, you reported that the ETP on-line record keeping system was extremely user friendly and that Ms. Godin was always available to provide technical assistance when necessary.

DISCUSSION OF PROJECTED EARNINGS:

Mr. Jindl stated that the statistics on the class/lab tracking system were correct which shows that 23 trainees (92% of planned retentions) completed the specified range of class/lab hours (8-60) and retention period. Dr. Fresh tracked 1294 eligible hours on the ETP class/lab tracking system for the aforementioned 23 trainees. Therefore, Dr. Fresh is eligible to earn \$28,468 (96 percent of the encumbered amount) if all other agreement conditions are met. As of the date of this report, Dr. Fresh had received \$4,455 in unearned progress payments.

Ms. Godin reminded you that the closeout invoice should be submitted no later than 30 days after the end term date of the Agreement, which was **10/30/08**. As of the date of this report, a close-out invoice had not been submitted. Ms. Godin spoke with Mr. Jindl on 12/01/08 and reminded him the submission of the closeout invoice was over two months past due. You are urged to contact ETP's Fiscal Unit Manager, Kulbir Mayall, to make arrangements for submission of the outstanding invoices.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Trainees Started Training:	26	Completed Training:	23
Trainees Enrolled:	26	Completed Retention:	23
Dropped Following Enrollment:	3	In Retention Period:	0
No. Completed Minimum Reimbursable Hours :	23		

TRAINING STATUS:

The statistical data submitted by Mr. Jindl during this visit, as detailed above, agreed with the information contained on ETP's Trainee Status Report.

ATTENDANCE ROSTERS:

Ms. Godin did a 100% review of attendance rosters from 3/17/08 – 6/16/08 and compared them to the hours entered into the ETP on-line tracking system.

Attendance Rosters reviewed:	3/17/08-6/16/08	Rosters reviewed contained all the required information per Title 22, California Code of Regulations, Section 4442.	YES
-------------------------------------	------------------------	--	------------

AUDIT:

You will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable.

Listed below are types of records typically requested during an ETP field audit:

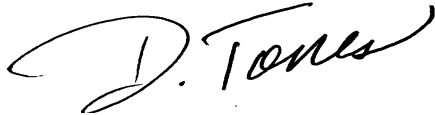
- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Suzanne Godin at (619) 686-1918 or at sgodin@etp.ca.gov within ten (10) working days from the receipt date of this letter.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Torres", with a large, stylized flourish at the end.

Diana Torres, Manager
San Diego Regional Office

A handwritten signature in black ink, appearing to read "SMB", with a large, stylized flourish at the end.

Suzanne Godin, Contract Analyst
San Diego Field Office

cc: Amber Luiz, Assistant Director
Kulbir Mayall, Fiscal Manager
Master File
Project File